



QUALITY POLICY

ESS Modular are a leading provider modular and prefabricated buildings for a broad spectrum of sectors in the UK and Ireland and a core value for the company is to keep **customer satisfaction** and the **quality** of our product as our top priority. The Directors and Management of ESS Modular are committed to ensuring long-term client satisfaction and loyalty by providing consistent standards of excellence.

In order to achieve this aim, ESS Modular have implemented an efficient and effective integrated management system that complies with the requirements of the international quality standard ISO9001. The Directors and Management of Extraspaces Solutions shall provide the leadership to ensure that the company is committed to:

- Ensure that the **requirements of our clients** are met in full, and by endeavouring to enhance the overall service to customers to ensure that they are fully satisfied with the results.
- Ensure **compliance with all relevant legislation**, regulations, approved codes of practice, best practice, client or other industry-specific requirements as an absolute minimum standard.
- Set, review and develop quality **objectives and targets** to ensure an effective and continually improving integrated management system. These objectives are regularly reviewed and measured by management.
- Promote the **policy and objectives** throughout the organisation to increase and enhance employee awareness, motivation, involvement and responsibility.
- Ensure the continued focus on our **client's requirements** throughout the organisation.
- Provide information, instruction, supervision and training for employees to ensure competence.
- Ensure that appropriate **procedures are implemented** to enable requirements of clients and other interested parties are fulfilled and quality objectives achieved.
- **Communicate this policy** to all interested parties such as suppliers, subcontractors or the public.
- Providing the necessary **resources** – time, finance, equipment and personnel to carry out this policy to full effect and satisfy our client's expectations of quality and value.
- **Reviewing and revising policy** and the integrated management system on a continual basis in the light of legislative or organisational changes, at least annually.

The Company aims to maintain our proud reputation for quality workmanship, professional service and to continually seek its ongoing improvement.



Paul Tierney, Managing Director

Date: 3rd MAY 2019

